

# COMMONWEALTH OF MASSACHUSETTS



PUBLIC EMPLOYMENT SERVICE



## 1968 annual REPORT

MR  
331M3  
R475

DIVISION OF EMPLOYMENT SECURITY



# The Commonwealth of Massachusetts

## Division of Employment Security

Affiliated with the United States Employment Service

881 Commonwealth Avenue, Boston, Mass., 02215

Office of the Director

Herman V. LaMark, Director

Honorable Francis W. Sargent  
Governor of Massachusetts  
State House  
Boston, Massachusetts

Dear Governor Sargent:

In accordance with Section 93 of the General Laws of the Commonwealth, I hereby submit a report on the activities and accomplishments of the Division of Employment Security for the fiscal year 1968.

The primary emphasis in Division activities during the year was to assist the disadvantaged and the hard-core unemployed to find jobs since many of these applicants did not possess the job skills in demand in the labor market. This usually involved either employment counseling by the Division or referral to other agencies for vocational training, job orientation, basic education or a combination of these services.

The agency's principal efforts were concentrated on five major applicant groups: the long-term unemployment insurance claimant, minority group members, welfare recipients, the handicapped, and youth.

In carrying out its programs for these so-called hard-to-place groups, the agency worked closely with the National Alliance of Business, employer groups, labor unions, and social service organizations.

Although major efforts were directed toward the hard-core unemployed, all other services and programs of the Division continued to be maintained. These included the payment of unemployment benefits, recruiting workers for industry, collecting and disseminating labor market and occupational information, job placement, services to veterans and older workers, employment counseling, aptitude testing and referral to skill training.

As part of its employment and manpower training services, the Division presently administers or participates in more than 60 programs and services. These are carried out as requirements of either Federal or State law or as part of the agency's obligations under its grant-in-aid from the Federal Government.

Sincerely,

*Herman V. LaMark*  
Herman V. LaMark, Director

PUBLIC EMPLOYMENT SERVICE



SERVICE FOR EVERYONE  
LOCAL-STATE-NATIONAL





Governor Francis W. Sargent



Herman V. LaMark  
Director

PUBLIC EMPLOYMENT SERVICE



SERVICE FOR EVERYONE  
LOCAL • STATE • NATIONAL

**Administrative Report on the  
MASSACHUSETTS EMPLOYMENT SECURITY LAW  
For Fiscal Year 1968  
THE COMMONWEALTH OF MASSACHUSETTS.**

Division of Employment Security,  
Boston, Massachusetts 02215

*Director's annual report, pt. 1.*

PUBLICATION OF THIS DOCUMENT APPROVED BY ALFRED C. HOLLAND, STATE PURCHASING AGENT.

2,500-3-69-948126

Estimated Cost Per Copy: \$1.10

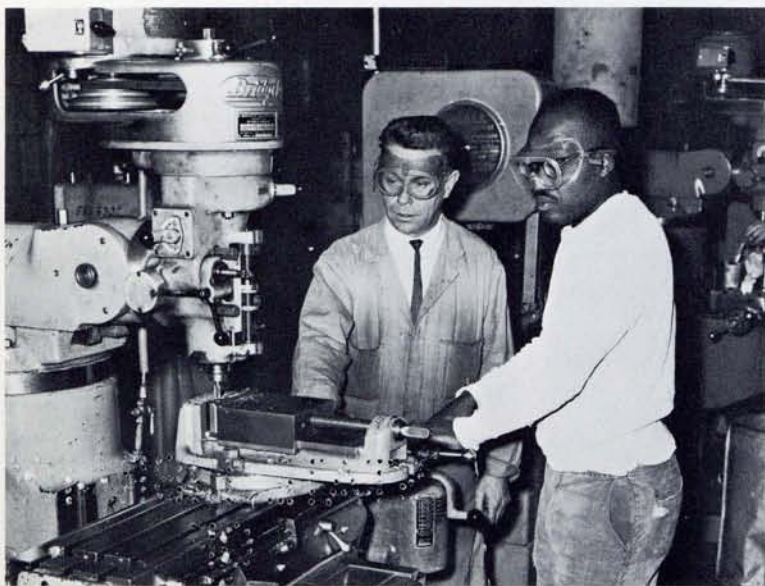


Counseling the Unemployed

STATE LIBRARY OF MASSACHUSETTS  
 OCT 30 1970  
 OCT 30 1970  
 STATE HOUSE, BOSTON  
 STATE HOUSE, BOSTON  
 MASS. OFFICIALS



Occupational Counseling



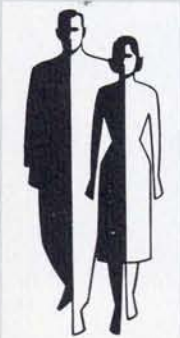
Training the Unemployed



Paying Unemployment Insurance



**PUBLIC EMPLOYMENT SERVICE**



**SERVICE FOR EVERYONE  
LOCAL • STATE • NATIONAL**

**massachusetts economy  
HIGHLIGHTS OF 1968  
year OF PROGRESS**

## ***massachusetts economy***

Fiscal year 1968 was a period of continued record high employment and record low unemployment. Employment in June 1968 was 2,431,400, some 18,200 above that of June 1967 and 371,100 above employment in 1958. The growth over the year and for the ten-year period was in non-manufacturing with Massachusetts following the national trend with its swelling demand for more and more services whether they be in construction, wholesale and retail trade, service or government. Jobs in manufacturing industries had fallen off during the year and were down some 10,600 below the number in June 1967. Unemployment during the twelve-month period averaged 4.1% of the labor force, the same as for the previous year and well below the 5.8% in 1958.

In spite of the high level of employment and the almost chronic shortage of workers to fill skilled and semi-skilled jobs, a large number of hard core unemployed, disadvantaged individuals and members of minority groups remained without jobs. Efforts on the part of government and private agencies to improve the employability of these unemployed and underemployed men and women were supplemented during this fiscal year by employers, employer organizations and labor. Thousands of these men and women were referred to government-sponsored manpower training courses or to employer-sponsored on-the-job training opportunities.



Many of these men and women needed courses in basic education, courses in the English language so they could communicate with employers, or courses in good work habits before they could be enrolled in training to teach them skilled or semi-skilled occupations. While thousands of these persons have benefited from these manpower programs, many more thousands remained unemployed at the end of the fiscal year.



### *comparative indicators of massachusetts economy*

INDICATOR	1963	1964	1965	1966	1967
Civilian Work Force (thousands)	2,309.0	2,316.5	2,351.5	2,418.3	2,470.4
Total Employed (thousands)	2,172.8	2,183.9	2,235.4	2,313.2	2,367.6
Total Unemployed (thousands)	134.6	132.1	114.6	102.0	101.0
Percent Unemployment Work Force	5.8%	5.7%	4.9%	4.2%	4.1%
Total Personal Income (millions)	\$ 14,547	\$ 15,431	\$ 16,440	\$ 17,675	\$ 18,909
Per Capita Income	\$ 2,770	\$ 2,919	\$ 3,067	\$ 3,271	\$ 3,488
Average Weekly Wages (Covered Employment)	\$ 96.69	\$ 101.35	\$ 104.79	\$ 109.48	\$ 114.23
Amount U.I. Benefits (thousands) *	\$137,704.4	\$133,228.3	\$105,938.5	\$ 87,317.6	\$ 94,034.3
Number New U.I. Claims	344,584	303,308	251,658	229,781	229,194
Percent Insured Unemployment	5.6%	5.0%	3.9%	3.1%	3.1%
Number Subject Employers	107,510	107,848	107,866	107,815	107,264
Total Covered Wages U.I. (millions)	\$ 7,653.3	\$ 8,041.2	\$ 8,544.4	\$ 9,320.81	\$ 9,964.2
Total Taxable Wages (millions)	\$ 4,935.1	\$ 5,025.5	\$ 5,208.8	\$ 5,506.0	\$ 5,675.8
Balance of Fund (millions)	\$ 189.1	\$ 196.2	\$ 227.6	\$ 288.9	\$ 328.0
Nonagricultural Placements	168,219	153,414	154,540	142,807	138,472
Value Construction Contracts (millions)	\$ 1,068	\$ 1,083	\$ 1,093	\$ 1,222	\$ 1,412

# HIGHLIGHTS OF 1968

## *human resources*

The new concept of service to the unemployed began during fiscal year 1967 and was expanded during fiscal 1968. Under this new approach, a number of existing programs and services of the Division were focused on the problem of the unemployed, particularly the long term unemployed, many of whom were disadvantaged through deficiencies in education, lack of skills, or language barriers. Instead of waiting for these persons to come to an Employment Office seeking assistance, the Employment Offices went into the communities to seek out such individuals.

Because of repeated discouraging experiences or rebuffs, many individuals

had lost initiative or motivation and accepted defeat in their search for a meaningful job. Through counseling techniques, the individuals' problems were brought to the surface and plan of action devised. For some it meant a government sponsored course in basic education, for others training in a skilled occupation, for others a course on how to work with other persons and accept direction on the job, or how to speak, read, and write English so they could work in an English speaking community.

The main purpose of this new approach was to improve the employability of those forgotten members of the workforce.



## ***employment service***

The major effort in fiscal year 1968 was in the field of manpower development. While the basic responsibilities of the agency continued to be met, the focus and resources of the Division were largely directed toward improving the employability of the individual so as to attack the problem of the hard-core unemployed and combat occupational shortages.

To develop these human resources, the Division reached out for the disadvantaged, the young, the old, the handicapped, and the members of minority groups, many of whom do not know of or are reluctant to ask for the services which would enable them to become productive members of the workforce.

The Employment Service took 310,430 new non-farm work applications — 138,060 female and 172,370 male. Handicapped persons accounted for 13,240 of the applications.

Counseling interviews were given to 83,484 applicants. In addition, 12,523 General Aptitude Test Battery examinations, 13,787 special aptitude tests and 5,971 proficiency tests were given.

A total of 303,520 non-farm referrals were made and a total of 133,244 non-farm placements.

## ***unemployment insurance***

Unemployment Insurance claims activity declined to a new low in fiscal year 1968. Initial claims dropped to 445,947 and continued claims to 2,562,211 as compared with 481,591 and 2,592,116 for the previous year. The claim load was the lowest for a fiscal year in thirteen years.

Although insured unemployment moved down, the average duration edged up; it was 5.7 weeks in fiscal year 1968 as compared with 5.4 weeks in the previous year. This is an index of duration of each spell of insured unemployment.

Benefit payments to unemployed workers totalled \$90,518,549. The av-

erage weekly benefit check was \$44.40, the highest in history. This was due to fuller employment at higher wages over the past few years and to a higher maximum benefit rate. Unemployment Insurance for Ex-servicemen and Federal employees amounted to \$3,909,828.

The two billion dollar milestone in the payment of benefits for the Division was reached in December 1967.

In November 1967, a new system for the payment of benefits by communicating directly with the computer in the central office was inaugurated in the Worcester claims office. Some 14 other offices are to be converted to the new equipment by the end of the year.



# **year OF PROGRESS**

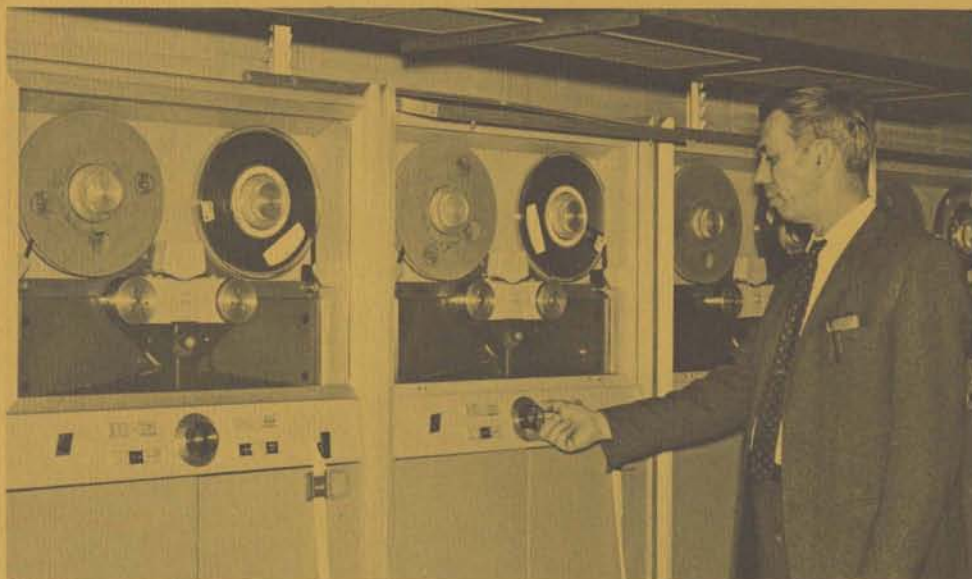
## ***year of progress***

There has been hardly a year since the establishment of this agency more than three decades ago that has not shown some progress, but fiscal year 1968 was exceptional in the magnitude of changes.

Foremost among these changes was the new concept of services to the unemployed. Not only was the Division concerned about the fact that an individual was unemployed and wanted to find a job, but it was now concerned about why the individual was unemployed and why he found, in so many instances, difficulty in obtaining and holding a meaningful job. This was the inception of the Human Resources Development Program. In a period of record high employment in the state, why were so many persons unemployed for long periods and what was needed to improve their employability? This was the problem that needed so many answers. This was a problem which was a deterrent to full employment in the state and a drag on the economy.

As the Human Resources Development Program became operative and the various component services took on more importance, it was decided that a more effective operation would be achieved by separating the Employment Service functions and the Unemployment Insurance functions of the Division. This would allow for greater specialization on the part of the personnel, and thus afford a greater degree of service to the general public wanting, or needing, the services of the agency.





From the time the Division of Employment Security began in the mid-1930's, data processing equipment has been used. During the 1968 fiscal year the Division continued the conversion to a computer. Massachusetts is one of three states in the nation to conduct pilot studies in the use of a computer for Unemployment Insurance procedures. Checks for Unemployment Insurance will be written simultaneously in the local offices while the computer in Boston authorizes the issuing of such checks.

By computerizing this vast bookkeeping system a great amount of clerical detail is eliminated and the number of costly errors are minimized.

**PUBLIC EMPLOYMENT SERVICE**



**SERVICE FOR EVERYONE  
LOCAL • STATE • NATIONAL**



## hrd

Human Resources Development (HRD) is a new program designed to provide special services, not only to those who seek us out for help, but also to those for whom we must reach out, the hard-core unemployed who are most in need of our services. These are the job seekers who, in many instances, are so discouraged they have stopped trying. They have become the "unemployables", excluded from meaningful job opportunities and the chance to earn a living wage.



The HRD concept involves a focusing of Division staff and resources on reaching these people, improving their employability, developing jobs for them, and placing them in these jobs. Additionally, new methods are being used to encourage such individuals to take advantage of the new opportunities. Division employees are deeply involved. Local office staff members have been stationed in Concentrated Employment Centers in the ghetto areas. Indigenous Division personnel seek out, on a person to person basis, those individuals in need of employability services. These staff members inform them about the counseling, training, and placement services available. At the local HRD units applicants are referred for job training, education, medical and other remedial services to improve their job qualifications. At the same time, employers are asked to cooperate by making their job specifications less rigid so that these applicants can be given the chance they deserve.

Many HRD applicants make better workers than they themselves thought possible. Their greatest handicap has often been a lack of confidence. A little help, a word of praise or approval at the right time by a counselor or employer, can help motivate these individuals to acquire the skills and habits necessary to progress in their jobs once they are employed.

The HRD program can offer renewed hope and self-respect to the hard-core unemployed by providing the services which will lead them to meaningful employment.



## cep

The Concentrated Employment Program (CEP) is one of the major efforts to direct manpower forces against poverty. The program is designed to focus manpower program efforts on certain target areas that have particularly heavy unemployment and underemployment.

The sponsors of the CEP program are the local Community Action Agencies of the Office of Economic Opportunity. These sponsors provide outreach and orientation services and plan and coordinate all aspects of the program under subcontract agreement with other agencies.

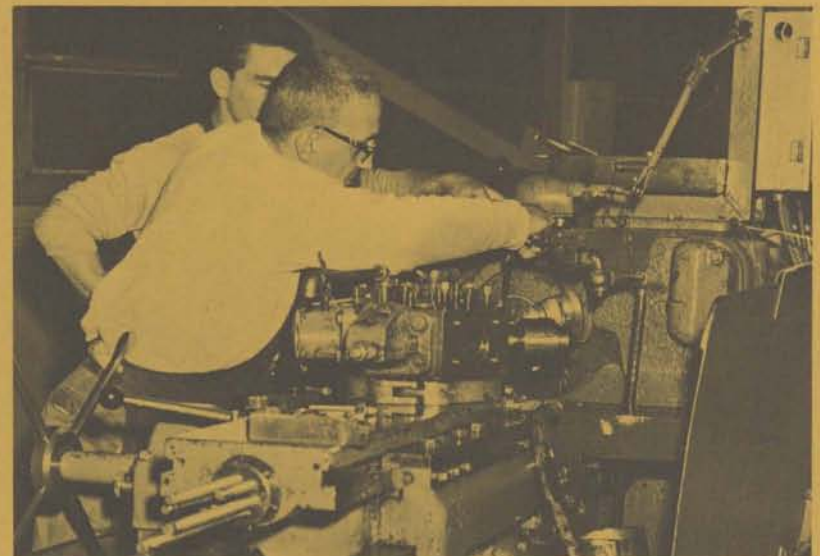
Under the CEP plan, the Division of Employment Security provides the manpower services. These include counseling and testing, referral to training, job placement and development, follow-up, and the payment of appropriate training allowances under the Manpower Development and Training Act.

To administer these services, the Division provides professional staff for the Concentrated Employment Program. Supervisory personnel are assigned for administrative control, and placement interviewers and counselors are stationed in the Orientation and Neighborhood Employment Centers located in the target areas of the CEP.

The interviewers and counselors in the target area centers are responsible for interviewing CEP applicants and contributing to a determination as to whether the applicants are ready for employment or should be enrolled in the various work training components of the CEP.

Interviewers and counselors in the Manpower Service recommend to the Director of the CEP Center the assignment of each CEP applicant to an appropriate training course. The Service then continues with the applicant to provide counseling throughout his period of orientation. This Service also provides for the record keeping and the payment of allowances during the period of orientation training.

On the basis of the orientation and skill training received and on the basis of the supportive counseling given each applicant throughout the program, the Manpower Service in the Center develops suitable job openings. Once placement is accomplished periodic follow-ups are made to assure that CEP enrollees are making satisfactory progress on the job.







many  
disadvantaged  
workers  
call  
areas  
like  
this  
"home"

## ***mdta***

The Manpower Development and Training Act, (MDTA) designed to train people for jobs that have skill shortages, has undergone many changes since its acceptance in 1962. Amendments increased the scope of the act. The range of programs under the act broadened each year, as certain aspects of the programs were changed due to the experience gained, and as new approaches were tried. The latest changes reflect the new emphasis on serving the most disadvantaged, including those with combinations of problems such as lack of education, minority group status, long-term unemployment, poverty, and being a teenager or an older-worker.

Since the start of the program in Massachusetts, nearly 20,000 young people and adults have completed vocational training under the Manpower Development and Training Act. With the growing public awareness of the problems of the hard-core unemployed and the disadvantaged minority group members in the Commonwealth, greater emphasis was placed on the job training and placement of these groups. Some 3,900 minority group members and some 4,200 educationally deficient job seekers received training under MDTA.

MDTA covers a broad and comprehensive range of programs. Its primary purpose is to train people for jobs which exist or can be developed. Training has been conducted in all the major occupational groups, ranging from auto mechanic to draftsman to data pro-



cessing programmer. In addition, refresher training has been given in professional nursing and other technical occupations. The Division of Employment Security determines what kind of skills are in demand and in what areas, and certifies MDTA projects to train the unemployed for the jobs where they are needed.

For fiscal year 1967-1968, funds totalling \$6,520,988 were allocated to Massachusetts to provide manpower training under the Manpower Development and Training Act. The Division of Employment Security in cooperation with the Bureau of Vocational Education developed 90 manpower projects for 3,345 unemployed and underemployed workers. In the selection and referral of trainees to MDTA training courses, 2,682 were enrolled in occupational training and 663 in basic education, communication skills, and employment orientation training. The majority of these trainees will help alleviate persistent shortages in the metal trades and in clerical and service occupations. Some 600 MDTA graduates will move into the health services industry where critical manpower shortages exist for licensed practical nurses, nurse aides, medical laboratory assistants and general duty nurses.

MDTA helps the unemployed and underemployed develop marketable skills which not only improve their employability, but enables them to make better use of their aptitudes and interests. It can provide needed basic education, work orientation training, classroom

instruction, preapprenticeship training, on-the-job training, or a combination of these types of training.

Persons eligible for enrollment in MDTA projects include youths and adults who are unemployed or underemployed; those whose skills have become obsolete because of technological advances; members of minority groups who may have certain cultural, emotional, social, or other handicaps; and others whose educational or economic situation may make it difficult for them to develop the necessary skills to enter into or train for meaningful jobs.

The local offices of the Division of Employment Security actively seek out the unemployed and underemployed for participation in MDTA programs. Prospective trainees are interviewed and counseled, and are tested to determine interest, suitability, and aptitudes for job training, or the possible need for basic education training or other special services in connection with the training. After selection, the applicants are referred to appropriate training courses. Trainees who are heads of households and have dependents may be eligible to receive subsistence allowances, living expenses, and travel expenses. After completion of the training each enrollee is assisted in locating a suitable job.

A survey of training activities under MDTA, made by the Massachusetts Division of Employment Security, shows that 83.6 percent of the manpower training graduates, still in the labor force, are now gainfully employed.



## **nab**

Job Opportunities in the Business Sector (JOBS) is a new program in which American business has been asked to apply its talents to the critical national problem of finding jobs for the hardcore unemployed.

The JOBS program is the outgrowth, for the most part, from the experience with on-the-job training under the Manpower Development and Training Act. This experience indicates that OJT probably offers the most hopeful permanent solution to the problem of hardcore unemployment. Reports show that 9 out of 10 of those who receive Government sponsored on-the-job training go on to good jobs.

In announcing the JOBS program, the President said he was calling on leading business executives to establish a National Alliance of Businessmen (NAB) to help achieve its goals. The specific task of the Alliance is to help put 100,000 men and women on the job by June 1969, and to find productive jobs for 200,000 needy youth this summer. In the Boston area the initial goals for the year are 2,000 full time jobs and 5,000 summer jobs.

In order to help NAB achieve these goals a new part-

nership between Government and Industry has been formed. Under the JOBS plan, the cooperating companies provide employment and training to hard-core unemployed workers identified by the Government.

The JOBS program is closely linked with the existing functions of the Division of Employment Security and the Concentrated Employment Program.

The Employment Service has assigned area staff specialists responsible for involvement of the business sector in developing, funding and implementing special programs designed to increase training and job opportunities for the disadvantaged who are unemployed and underemployed. These specialists assist the local representative of the National Alliance for Business and the Regional Manpower Administrator by helping employers to prepare proposals for JOBS projects, identifying occupations suitable to the needs of the hardcore unemployed.

The referral of trainees to JOBS projects is the responsibility of the Concentrated Employment Program and the State Employment Security offices. All trainees must be certified as hard-core disadvantaged by the CEP or the ES.

Individuals eligible to participate in the JOBS program have neither manual nor social skills. They are poor; they are school dropouts, under 22 or over 45;



they are handicapped by a physical, mental or emotional impairment, or suffer special obstacles to employment, such as race or color, and have been unemployed for 15 weeks or more. Those are the criteria of the hard-core.

Many of the chronically unemployed can be assimilated in industry simply by easing present job entry requirements. Most of them, however, need more training than the typical new employee. They may require basic education, transportation services, correction of health problems, personal counseling, or other special help, all of which involve extra costs to employers. Thus, most employers need financial help if they are to train these low-skilled workers and prepare them for well paying jobs, and this help may have to continue until the worker reaches a reasonably high level of productivity. Under the JOBS program these extra costs are borne by the Government.

Under the JOBS program, employers are asked to fit men to jobs. The people for whom these job openings are intended, are the workers that employers have traditionally screened out. To hire those customarily rejected requires not only changing of hiring requirements, but a reorientation of thinking and the setting aside of preconceived notions about the inability of disadvantaged applicants to make good on a job. Lacking job skills, work experience, education and social acceptance, these disadvantaged unemployed



persons will remain jobless and without hope unless job opportunities are made a reality for them. The intent of JOBS is to provide such opportunities.

The JOBS program is a major break-through in terms of making it possible for Business and Government to share in the development of our Nation's human resources.



## ***services to minority groups***

The Division expanded its activities in behalf of minority groups in this year as it joined forces with new agencies and groups concerned with the problems of the disadvantaged Negro and Puerto Rican residents of the urban areas while maintaining relationships with those already existing. A major activity was in the field of training Division personnel. One-day Sensitivity Conferences for Division personnel were held with addresses by representatives of organizations active in the minority groups communities. The subject-matter was aimed at generating greater understanding of minority group members and stimulating Division personnel to provide more effective services in their behalf.

The Division now has Minority Group Representatives assigned to local offices in every area where the minority population is significant, working full-time in behalf of such groups.

Working relationships were maintained with minority groups organizations throughout the State to foster positive action in providing training and employment services to minority group applicants, and to improve the level of mutual understanding of the problems and responsibilities involved.

The Division is directly involved in the National Alliance of Businessmen's JOBS program which is seeking to provide OJT training for the hard-core disad-

vantaged, with Boston as one of fifty cities throughout the country engaged in this program. This program will become more fully operative in its "basic jobs" aspects next year.

Training on the Minority Groups Program was given to newly appointed counselors, interviewers, and Minority Group Representatives. The training included Negro history, employment service objectives in serving minority group applicants, and techniques for providing better services to them.

In order to serve the many Spanish speaking members of minority groups, a pilot training program in conversational Spanish for Division personnel was undertaken.

This has placed Division personnel in a much better position to provide the necessary services to this relatively large community. Communication has become the responsibility of the Division personnel, and under this new program, Division personnel will be in a position to work effectively with Spanish speaking applicants. Some of these Spanish speaking job applicants can be referred immediately to job openings or to manpower training programs where they can learn to communicate in English.

The net effect is better understanding and more efficient service for this community.



## ***alien and farm labor***

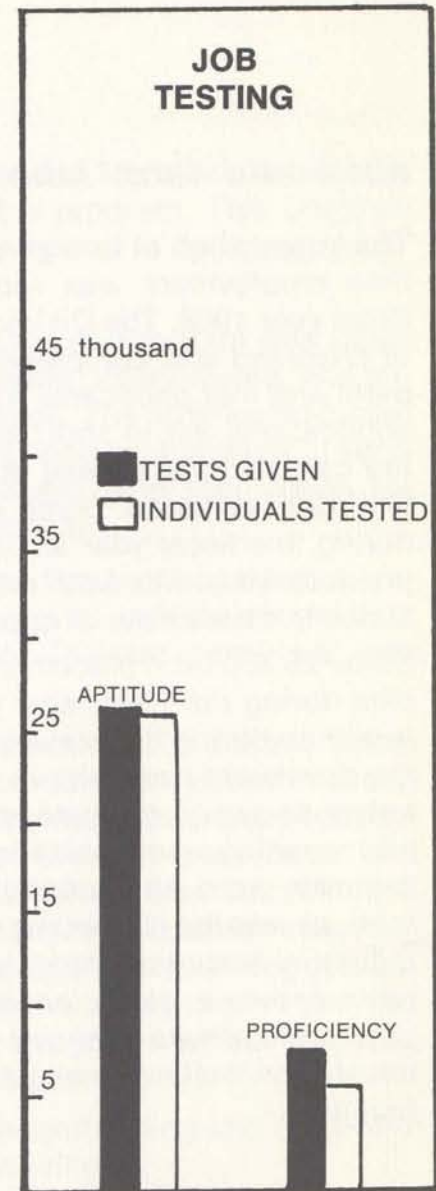
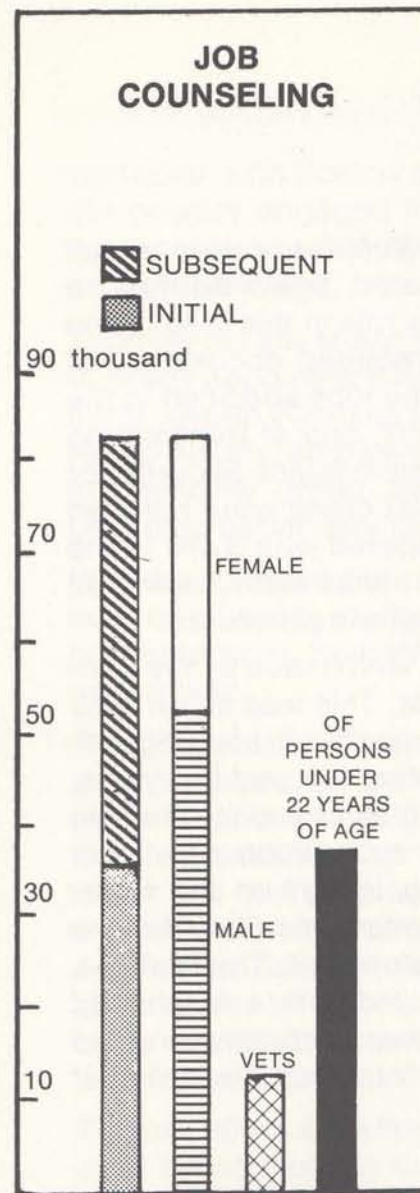
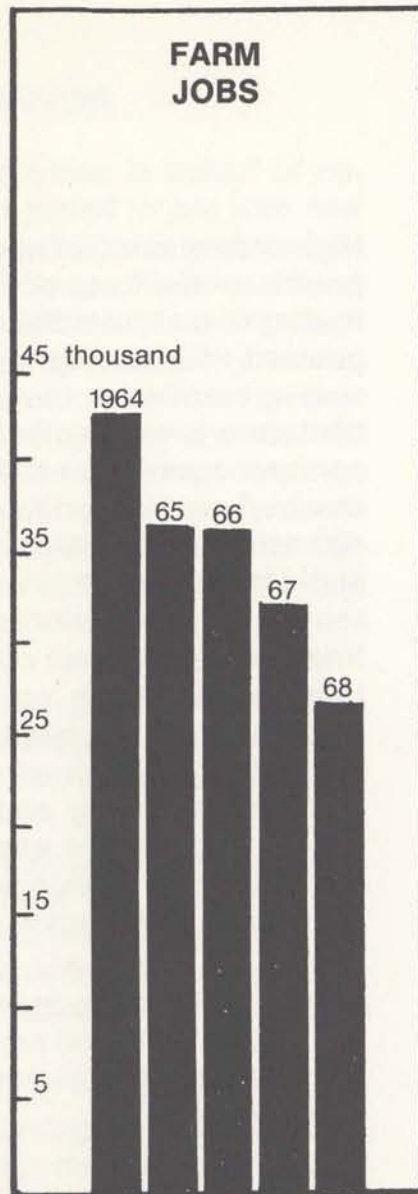
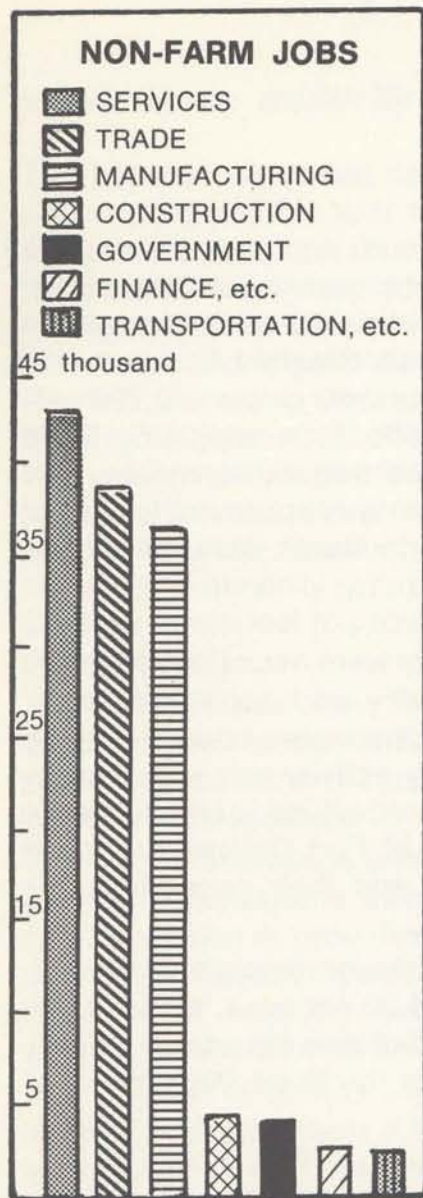
The importation of foreign workers for permanent full time employment was requested again during the fiscal year 1968. The Division's role in this field is one of checking and completing required documents, of certifying that applicants for the jobs specified in the applications are in short supply, and of transmitting the cases to the Bureau of Employment Security for final determination. Some 4,220 cases were handled during this fiscal year as compared with 3,470 in the previous year. Massachusetts ranks sixth among all states in the number of applications processed.

Some 26,900 farm placements were made by the Division during the 1968 fiscal year. This was about 16% less than during the previous year but in keeping with the downward trend shown during the past few years. Labor saving techniques, such as chemical thinning and weeding, mechanization, automation and lower turnover were all contributing factors to the lower total, as was the continuing conversion of farm land to industrial and residential development. The Division, as in previous years, cooperated with a number of public and private agencies in many activities directed toward the welfare of migrant farm workers and their families.

High school and college youth comprised the major portion of the local domestic farm labor force, commuting to and from the various worksites through organized "dayhaul" programs. Clearance recruitment activity resulted in the placement of some 2,700 out-of-state workers, with Puerto Rico supplying 2,051 contract workers for tobacco, vegetable, nursery and cranberry work. Certification was approved for use of 400 temporary foreign agricultural workers for the apple harvest.

Intensive recruitment efforts were necessary to fill the labor needs of the cranberry and apple industries. Two trailer employment offices were operated in the heaviest areas of cranberry activity and successfully met the harvesting and processing labor needs. A special recruitment effort at Fort Devens produced many off-duty servicemen and their dependents for the apple harvest activities.

During this fiscal year, legislation established a minimum farm labor wage of \$1.20 per hour, with a boost to \$1.50 by 1969, and provided also for annual inspection of farm labor camps by the State Department of Public Health.





## ***youth activities***

The Division of Employment Security continued recruitment and screening of applicants for Job Corps within the State, with the exception of the City of Boston which is contracted to ABCD for service.

During the month of February 1968, the recruitment of males into Job Corps was stopped pending a reorganization of the program. Rodman Job Corps Center, the only Urban Center located within the State, was phased out during this period.

In the period from July 1, 1967 to June 30, 1968, local offices and Youth Opportunity Centers interviewed 690 young men and women candidates for Job Corps. Of this number, 270 were referred to the Corps. Also, during this period, the Division placed a total of 166 returning Job Corpsmen and women in full time employment and placed 93 in further training programs.

During the months of March and April, a national campaign was conducted by Job Corps in conjunction with the local Housing Authorities and Welfare agencies. The response to these recruitment campaigns did not increase the assignment of youth into the Corps by any significant number.

With increasing facilities in some Job Corps Centers for the education and training of Spanish-speaking youth, contacts were made by the Division's State Job Corps Coordinator with leaders of Spanish-speaking communities throughout the State. Plans were made for the participation of Federal Job Corps officials and

Puerto Rican Job Corpsmen and Corpswomen in the recruiting of youth who would benefit from enrollment in Job Corps in fiscal 1969.

Particularly gratifying was the performance of the Division in placing some 16,100 young people in jobs





during the summer of 1967. Of these 11,272 were students placed in nonagricultural jobs during the summer of 1967. A substantial share of these student placements occurred in the Boston intown area (15.5%) with half of these being reported by out-stationed personnel in Neighborhood Employment Centers. To emphasize the importance of such placements, here is a quote from the 1967 report:

“The dollars-and cents rewards which summer jobs offer to our student youth are immediate and most obvious, and sometimes overshadow additional important benefits, the effects of which will remain for a far longer time. Beneath the impersonal statistics presented herewith is the heartening fact that many thousands of youngsters found in their summer jobs, experiences which could help them toward productive careers once their schooling ends. These young people were introduced to the responsibilities associated with holding down a job and budgeting a paycheck, and to the personal adjustments which must be made in becoming a participant in the world of work. Such experiences can and should be immeasurably useful.”

Plans were formulated late in the fiscal year to conduct a similar program statewide in the summer of 1968, with activities in Boston to be planned by and under the auspices of the newly-formed National Alliance of Businessmen. The Division will contribute supporting staff to this effort, the results of which will not be measurable until the next Fiscal Year.





## **veterans**

### *SERVICES TO VETERANS*

The long record of intensive employment service for Veterans was upheld in this year, during which placements of veterans went up by 1,700 to 23,900. New cooperative agreements were concluded with the Veterans' Administration in Massachusetts and Rhode Island (which serves veterans from some parts of Massachusetts) establishing procedures for referrals and services by each agency. Also, procedures and staff assignments were formulated to participate as fully and effectively as possible with "Project Transition" and other programs directed toward servicemen recently or about to be separated from the armed forces. These included further participation in pre-retirement seminars held at military bases to provide Employment Service information to prospective retirees.

In order to provide a centralized information service to itinerant veterans and others, a full-time staff member was assigned to duty at the John F. Kennedy Federal Building in downtown Boston at the U.S. Veterans' Assistance Center. His function is to advise and direct veterans to the proper sources for assistance with their employment problems. In all local offices, Veterans' Employment Representatives continued to provide services to veterans.





## ***handicapped***

Special services to the physically and mentally impaired were provided again this year, involving close relationships with 15 agencies or organizations providing services to the handicapped. The annual National Employment of the Physically Handicapped Week was organized, promoted, and observed.

A total of 13,000 new applications were taken from handicapped persons during fiscal year 1967-68. Of these, 5,440 were given initial counseling interviews. Some 5,365 handicapped persons, including 1,380 veterans, were placed.

A new agreement was worked out with the Massachusetts Rehabilitation Commission updating the role of each agency in their long-standing cooperative relationship to serve the handicapped. Other new developments included joining with the Epilepsy Society of Massachusetts to contribute to its new in-depth "Project Rehabilitation" which involves counseling, rehabilitation services, and placement of epileptics, and with the Greater Boston Labor Council, AFL-CIO, in sponsoring a two-day conference on Rehabilitation and Labor Health.

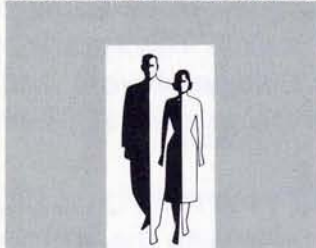




## ***nonagricultural placements***

***year ending june 30, 1968***

**PUBLIC EMPLOYMENT SERVICE**



**SERVICE FOR EVERYONE  
LOCAL • STATE • NATIONAL**



### **TOTAL — ALL INDUSTRIES**

**133,244**

Men 70,779

Women 62,465

Veterans 23,900

Handicapped 5,365

Persons Under 22 Years of Age 42,075

**AGRICULTURAL PLACEMENTS 26,915**

**COUNSELING INTERVIEWS 83,484**

Initial 36,115

Subsequent 47,369

Initial Counseling Interviews to Persons

Under 22 Years of Age 16,658

### **TESTING SERVICES**

Total Number of Tests Given 34,062

Aptitude 26,473

Proficiency 7,589

## ***unemployment insurance***

During 1967-1968, some 446,000 jobless workers in Massachusetts filed claims for more than 2,600,000 weeks of unemployment and were paid \$93,518,549 in benefits, slightly more than the \$91,198,857 paid in the previous year. In addition, unemployment compensation for former Federal employees and unemployed Ex-servicemen amounted to \$3,909,828.

The two billion dollar mark in cumulative benefit payments was reached half way through the fiscal year (in December 1967); by June 30, 1968 payments had



climbed to \$2,055,649,236. The first billion milestone in the payment of benefits was reached in 1959, some 20 years after the Unemployment Insurance program began. The second billion milestone was reached in less than half that length of time.

During the year 36,429 field investigations were completed for the Division and Employment Security agencies of other states. Some 10,063 employer payrolls were audited with 6,078 or 60 percent showing discrepancies. The audits resulted in potential refunds of \$20,132 to 200 employers and in potential contributions to the Division of \$683,943 from 5,878 employers.

On November 20, 1967, the Pilot Data Communication System became a reality with the Worcester local office making unemployment insurance benefit payments by communicating directly with the computer. Under this system all claimant records are maintained in the computer which can compute the payment, print the benefit check and update the claimant's record simultaneously. Some 14 offices of the Southeast and Northeast Districts have already been converted.

Employer contributions for the fiscal year totaled \$121,074,322.43, a decrease of \$12,285,510.00 as compared with the previous year. The decline reflected the collection of employer contributions under schedule B, a lower rate schedule for the entire four quarters of 1967-68 as compared with the contribution collection under D, a higher rate schedule, for three quarters and under B for only one quarter of 1966-67.



## **state claims activities fiscal year 1967 - 1968**

	<b>FISCAL YEAR</b>	<b>% CHANGE</b>
	<b>1967 - 1968</b>	<b>FROM</b>
		<b>1966 - 1967</b>
<b>Total — Initial Claims</b>	<b>445,947</b>	— 7.4
Intrastate	438,117	— 7.5
Interstate	7,830	+ 0.1
<b>Total — Continued Claims</b>	<b>2,562,211</b>	— 1.2
Intrastate	2,518,190	— 1.3
Interstate	44,021	+ 5.8
<b>Ratio Of Continued Claims</b>		
to Initial Claims	5.7	
<b>Interstate Liable Claims</b>		
Initial	15,578	+ 10.1
Continued	99,044	+ 14.4
<b>Amount of UI Benefits Paid</b>	<b>\$93,518,549</b>	+ 2.5
<b>Average Weekly Benefit Amount</b>	<b>\$ 41.74</b>	+ 5.0
<b>Average Weekly Duration of Benefits</b>	<b>12.6</b>	+ 3.3

## statement of financial transactions

	YEAR ENDING JUNE 30, 1968	CUMULATIVE TOTALS 1936 THROUGH JUNE 30, 1968
Balance at Beginning of Period	\$301,961,971.39	\$
Contributions Collected (Net)	121,074,322.43	2,245,046,409.53
Interest on Investments	12,482,424.54	151,934,582.78
"Reed Act" Distribution		5,058,610.43
Reimbursement under TEC Program <sup>2</sup>		4,604,536.00
Received From Bureau of Employment Security <sup>1</sup>	38,933.04	294,226.36
TUC-UI Funds Transferred to U.C. Benefit Account <sup>3</sup>		561.00
"Reed Act" Funds Returned to the Fund		228.21
Reimbursed Benefit Payments <sup>5</sup>	19,715.00	50,388.00
Excess FUTA Collections <sup>6</sup>	14,748.33	143,451.76
Excess in U.C. Contingency Fund <sup>8</sup>	62,481.15	62,481.15
TOTAL	\$435,654,595.88	\$2,407,195,475.22
U.I. Benefit Payments (Net)	93,071,824.96	2,055,649,235.99
Transfer To Railroad Unemployment Trust Fund		2,312,725.57
"Reed Act" Funds Withdrawn <sup>4</sup>		600,112.25
Reimbursable Benefit Payments <sup>5</sup>	20,008.00	53,539.00
TUC Repayments <sup>7</sup>		6,017,099.49
TOTAL DISBURSEMENTS	\$ 93,091,832.96	\$2,064,632,712.30
Balance, June 30, 1968	\$342,562,762.92	\$ 342,562,762.92

<sup>1</sup> Received from Bureau of Employment Security-amortization of cost of buildings previously purchased.

<sup>2</sup> TEC — Temporary Extended Unemployment Compensation Act — (April 1961 - June 1962)

<sup>3</sup> TUC — Temporary Unemployment Compensation Act of 1958 (July 6, 1958 - July 4, 1959)

<sup>4</sup> "Reed Act" funds used for acquiring land and buildings exclusively for the use of the Division.

<sup>5</sup> In accordance with Section 14 (o) of the Massachusetts Employment Security Law.

<sup>6</sup> FUTA taxes collected in excess of the amount required to make full restoration of 1958 TUC costs.

<sup>7</sup> TUC repayments to the Federal government for the loan made on account of the Temporary Unemployment Compensation Act of 1958.

<sup>8</sup> Annual transfer, on September 30, of excess in UC Contingency Fund to the Unemployment Trust Fund.



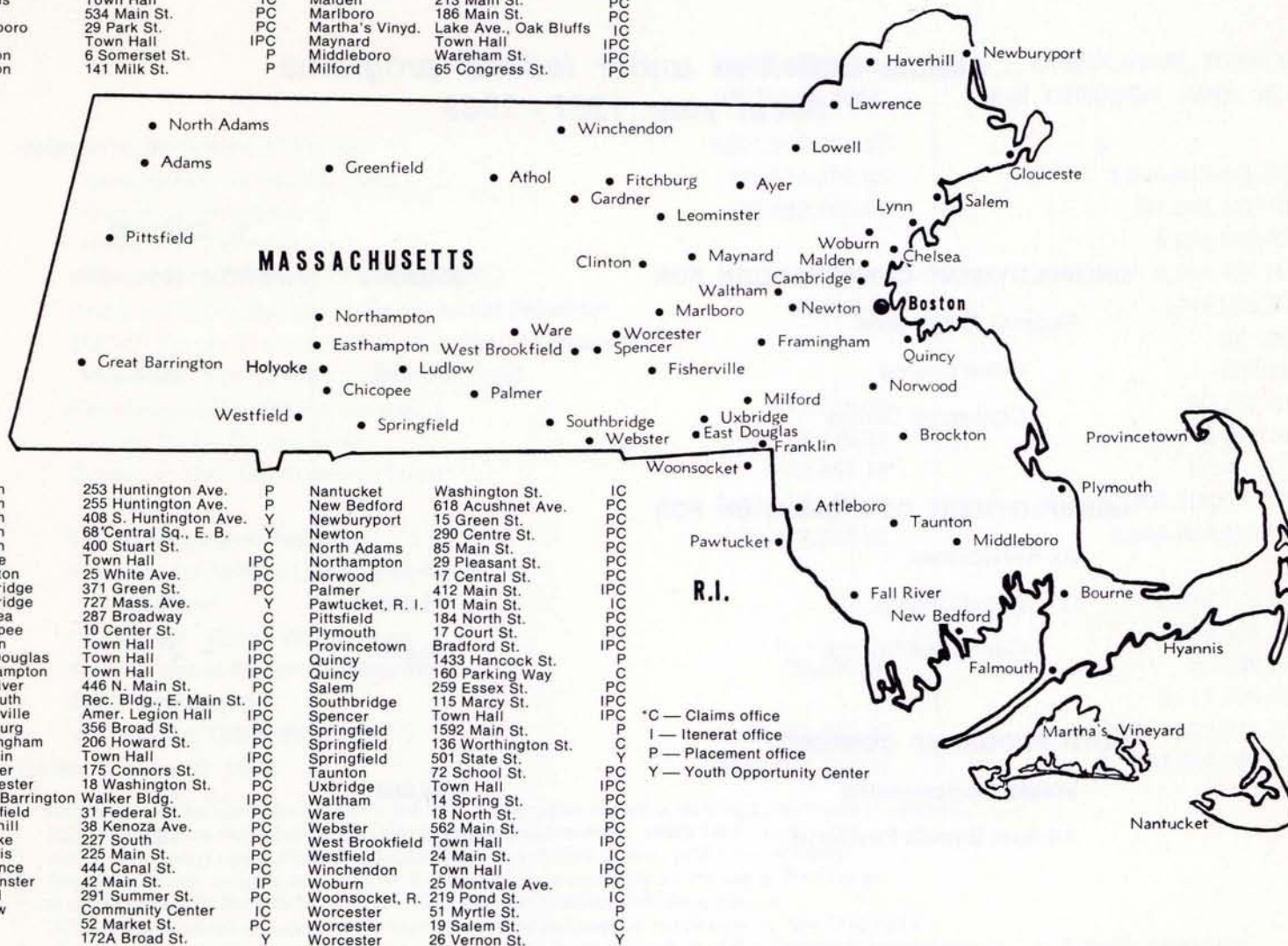
***claims activities under federal programs  
fiscal year 1967 - 1968***

		<b>% CHANGE</b>
<b>UNEMPLOYMENT COMPENSATION FOR</b>	<b>AMOUNT</b>	<b>FROM 1966 - 67</b>
Federal Employees		
Initial Claims	4,469	+ 56.5
Continued Claims	44,587	+ 16.7
 <b>UNEMPLOYMENT COMPENSATION FOR</b>		
Ex-Servicemen		
Initial Claims	5,058	+ 30.9
Continued Claims	30,245	+ 21.7
 <b>BOTH PROGRAMS COMBINED</b>		
Weeks Compensated	84,968	+ 21.7
Amount Benefit Payments	\$3,909,828	+ 19.5



# DIRECTORY OF OFFICES

Location	Address	Type*	Location	Address	Type*
Adams	Town Hall	IC	Malden	213 Main St.	PC
Athol	534 Main St.	PC	Marlboro	186 Main St.	PC
Attleboro	29 Park St.	PC	Martha's Vinyd.	Lake Ave., Oak Bluffs	IC
Ayer	Town Hall	IPC	Maynard	Town Hall	IPC
Boston	6 Somerset St.	P	Middleboro	Wareham St.	IPC
Boston	141 Milk St.	P	Milford	65 Congress St.	PC



Boston	253 Huntington Ave.	P	Nantucket	Washington St.	IC
Boston	255 Huntington Ave.	P	New Bedford	618 Acushnet Ave.	PC
Boston	408 S. Huntington Ave.	Y	Newburyport	15 Green St.	PC
Boston	68 Central Sq., E. B.	Y	Newton	290 Centre St.	PC
Boston	400 Stuart St.	C	North Adams	85 Main St.	PC
Bourne	Town Hall	IPC	Northampton	29 Pleasant St.	PC
Brockton	25 White Ave.	PC	Norwood	17 Central St.	PC
Cambridge	371 Green St.	PC	Palmer	412 Main St.	IPC
Cambridge	727 Mass. Ave.	Y	Pawtucket, R. I.	101 Main St.	IC
Chelsea	287 Broadway	C	Pittsfield	184 North St.	PC
Chicopee	10 Center St.	C	Plymouth	17 Court St.	PC
Clinton	Town Hall	IPC	Provincetown	Bradford St.	IPC
East Douglas	Town Hall	IPC	Quincy	1433 Hancock St.	P
Easthampton	Town Hall	IPC	Quincy	160 Parking Way	C
Fall River	446 N. Main St.	PC	Salem	259 Essex St.	PC
Falmouth	Rec. Bldg., E. Main St.	IC	Southbridge	115 Marcy St.	IPC
Fisherville	Amer. Legion Hall	IPC	Spencer	Town Hall	IPC
Fitchburg	356 Broad St.	PC	Springfield	1592 Main St.	P
Framingham	206 Howard St.	PC	Springfield	136 Worthington St.	C
Franklin	Town Hall	IPC	Springfield	501 State St.	Y
Gardner	175 Connors St.	PC	Taunton	72 School St.	PC
Gloucester	18 Washington St.	PC	Uxbridge	Town Hall	IPC
Great Barrington	Walker Bldg.	IPC	Waltham	14 Spring St.	PC
Greenfield	31 Federal St.	PC	Ware	18 North St.	PC
Haverhill	38 Kenoza Ave.	PC	Webster	562 Main St.	PC
Holyoke	227 South	PC	West Brookfield	Town Hall	IPC
Hyannis	225 Main St.	PC	Westfield	24 Main St.	IC
Lawrence	444 Canal St.	PC	Winchendon	Town Hall	IPC
Leominster	42 Main St.	IP	Woburn	25 Montvale Ave.	PC
Lowell	291 Summer St.	PC	Woonsocket, R.	219 Pond St.	IC
Ludlow	Community Center	IC	Worcester	51 Myrtle St.	P
Lynn	52 Market St.	PC	Worcester	19 Salem St.	C
Lynn	172A Broad St.	Y	Worcester	26 Vernon St.	Y

\*C — Claims office  
I — Itenerat office  
P — Placement office  
Y — Youth Opportunity Center





## ***economic reports***

The Division of Employment Security collects and disseminates a great volume of data relating to employment, unemployment, wages and related matters. Much of this material is basic information vital to the preparation of special studies on current conditions or economic trends in Massachusetts or in particular areas of Massachusetts.

Close to a hundred reports are prepared on a weekly, monthly or annual basis for the U. S. Department of Labor for use in national statistics on employment, unemployment and wages. Many of these reports are published and made available to the general public. Quantities of unpublished data are also made available to students, research and development groups, employer or employee organizations and others seeking information of this nature. During the past year hundreds of requests have been filled for information on the availability of labor in various segments of the State and for information on skill shortages for planning job and training courses and vocational training.

Every month the Division publishes a special Labor Market report, "Massachusetts Trends". This report is distributed to some 8,000 individuals or organizations, such as employers, Chambers of Commerce, planning groups, labor groups, newspapers and government officials.

The Division of Employment Security also maintains a library containing statistical data and reports dating from the beginning of the Massachusetts program of unemployment insurance. Many research people make use of these facilities each year. The Division is the sole source for much of this historical data. Most of this material is available on a comparative basis by years which makes it particularly valuable for persons doing research studies.



PUBLIC EMPLOYMENT SERVICE



SERVICE FOR EVERYONE  
LOCAL - STATE - NATIONAL



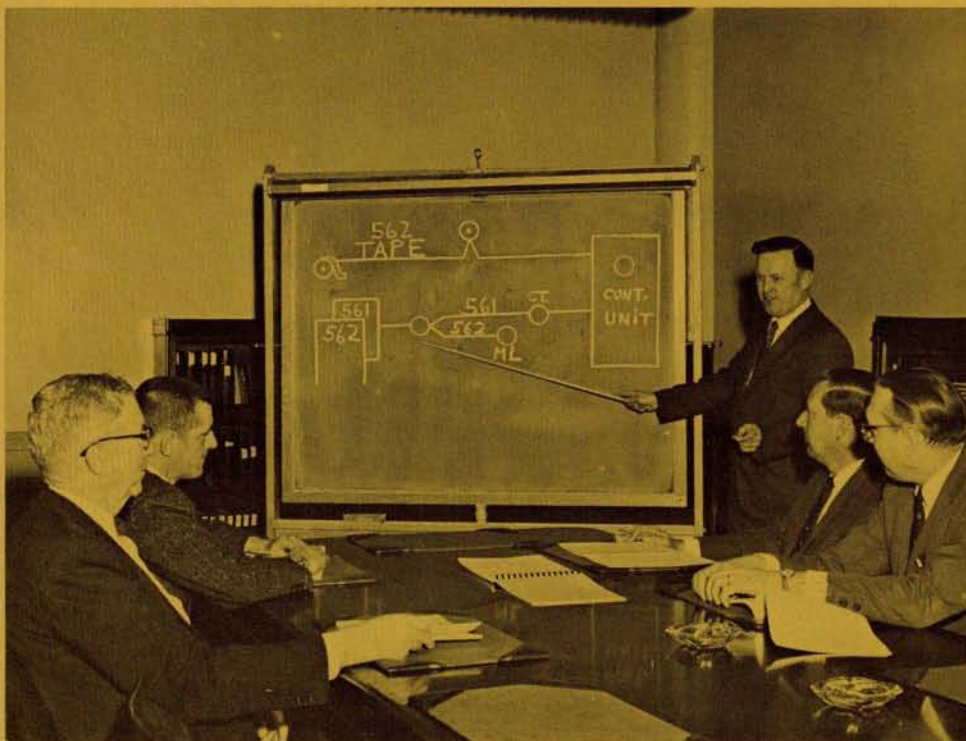
## ***informational activities***

The major objectives of the Information Department of the Division are to inform and educate the general public about the many programs, services, and activities of the agency and to develop a good public relations posture. Because of the multitude of programs, services, and activities with their complexities and divergencies, the Information Department must utilize all of the techniques and tools of the public relations profession.

During the fiscal year 1968, press releases were sent to all newspapers and other news gathering sources by both the Administrative Office, on statewide happenings, and the local employment and claims offices on local activities. During this year, some 4,150 news items concerning the Division of Employment Security were clipped from newspapers in the State — an indication of widespread interest in the Division.

A major informational program began about the middle of the fiscal year — a television program called Job Bank. It was a weekly, one-half hour program which listed the many job openings and job training opportunities available, particularly for the untrained and hard-core unemployed. An important feature of the show was that interested viewers could call in immediately to a special telephone circuit for further information about the jobs listed. The time and the production costs were given as a public service by a major Boston television station. During the thirteen weeks this program was on the air, more than 6,000 telephone calls were received.





Toward the end of the fiscal year, the TV program format was changed to a series of one-minute spot announcements, shown some ten to twelve times a day, still listing job openings and job training opportunities. The new format proved to be even more attractive than the weekly one-half hour show. Research studies indicated that the one-half hour show had some 20,000 household impressions a week while the new, one-minute announcements had some 2.5 million household impressions a week.

While thousands of placements or job training referrals resulted from this program, the main goal was to provide a service to the public and improve the public image of the Division of Employment Security.





## ***staff training***

The Training Department, during fiscal year 1968, continued to increase its training activities. Out-service college courses in guidance, counseling and related subjects were arranged at 14 accredited colleges for employment counselors and interviewers.



Some 33 training conferences by the Bureau of Employment Security were held for 78 employees, from Principal Interviewers to Assistant Directors. Special training in Computer Systems Analysis was scheduled for members of the staff of the Data Processing Department. Because the Division expects to eliminate many non-typing clerical positions, courses in basic typing were conducted to prepare clerical personnel for typist jobs. In-service training was conducted for 227 new personnel, for 57 employment counselors, and for 38 claims adjusters. Training classes were held for local office interviewers, both newly recruited and permanent employees. Refresher training courses in management functions were given to local office managers and head interviewers, and basic management courses were held for newly assigned managers. Sessions for training personnel of the Division in many programs recently undertaken by the Division were held throughout the State.

Of special interest has been the pilot training program undertaken to teach some local office personnel conversational Spanish in order to serve more effectively the relatively large number of Puerto Rican and Cuban individuals who have not yet acquired a facility in English.

This is in keeping with the new concept of bringing the services of the Division to those in the communities, rather than waiting for members of the communities to come to the Employment Offices of the Division. As the result of this pilot program, plans are being made to continue and expand the Spanish speaking training in the 1969 fiscal year. If training of Division personnel in the languages of other ethnic groups is indicated in the future, courses will be planned and undertaken.



## ***management analysis***

At the beginning of fiscal year 1968 a new Department within the Division of Employment Security was established for the purpose of developing and evaluating management procedures, policies and techniques to improve the effectiveness of management within the agency.

These Management Analysis techniques are widely used in private industry but are relatively new in government agencies. The personnel assigned to this new Department received out-service training at colleges and universities and are equipped with the latest knowledge in the field of management.

During the year a number of the recommendations of this new Department have been put into effect, including a major revision and mechanization of inventory control of all supplies and equipment. Studies are being made with a view to greater use of the Division's computer and other data processing equipment and the elimination of many manual clerical operations. An important part of this department's responsibilities is to effect greater coordination of procedures and operations between various operating and staff departments of the agency.

Similar Management Analysis Departments have been set up in Employment Security Agencies in other states throughout the United States. There is a flow of information among them so that new methods or techniques found effective in one state can be adopted in another without the necessity of conducting as much basic study and analysis.



Some of the current management procedures in effect in the Division cannot be changed as long as some of the staff departments of the Administrative Office are located in different areas throughout Boston. When the new Administrative Office building in Government Center is ready and all such staff departments are brought under one roof, a number of the Management Analysis Department's recommendations can be implemented and certain duplication of records and operations can be eliminated.



## ***fiscal expenditures***

All administrative expenses for the Division of Employment Security come from a 100% Federal grant from the U.S. Department of Labor.

The money for the Federal grant derives from a payroll tax paid by employers subject to the Federal Unemployment Tax Act. This tax is 4/10% of the first \$3,000 paid to each worker; employers of four or more workers are subject.

The budget of the Division is reviewed by the U.S. Department of Labor and the books of the agency are audited by this Federal Department. In addition, all expenditures of the Division are audited by the Massachusetts Auditor's Department. Also, all expenditures must conform to all laws, rules and regulations of Massachusetts and to Federal standards.

Total expenditures amounted to \$20,109,062 during this fiscal year. Salaries and personnel benefits accounted for 84.4% of the total expenditures. Rent, heat, light, supplies, telephone service and other non-personal costs made up the balance.

Strict budget controls are maintained and reviewed constantly and certain parts of the budget are related to work-loads; if, for example, there is an increase in claims for unemployment insurance, above a certain limit, more funds are made available.

## ***mdes expenditures fiscal year 1967-68***

**Disbursement of funds made available by the Federal government during the fiscal year ending June 30, 1968 was as follows:**

Unemployment Insurance and Employment Service Program	\$18,609,697
Manpower Development and Training Act Program	1,119,915
Job Corps Program	69,264
CAMPS	8,952
Public Works Economic Development Program	5,283
Work Incentive Program	5,227
Summer Youth Demonstration Project	9,690
Professional Applicant Study	44,490
Bureau of Labor Statistics	8,761
Concentrated Employment Program	227,783
Total	\$20,109,062

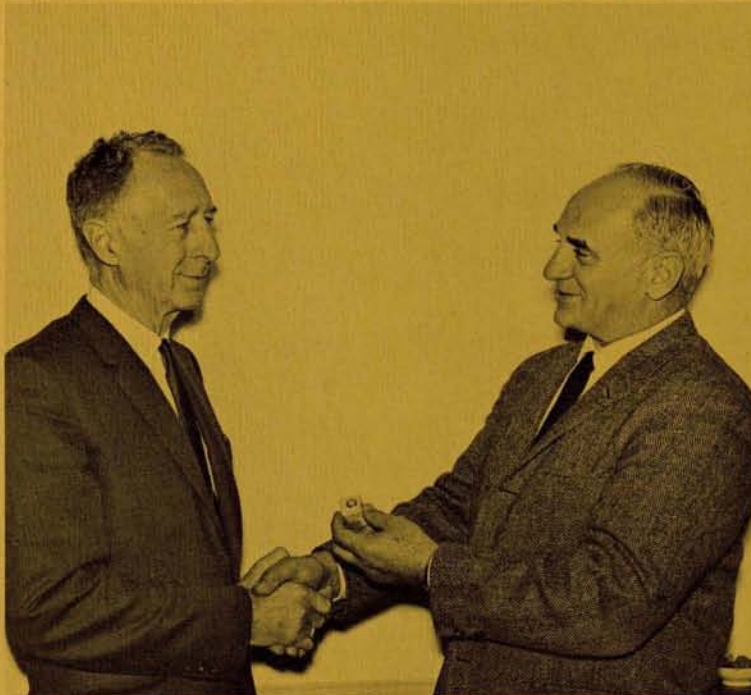
**The following table shows a comparison of operating expenditures for fiscal year 1967 - 1968:**

<b>CATEGORY</b>	<b>FY-1968</b>
Personal Services	\$15,337,455
Personnel Benefits	1,634,729
Supplies	217,541
Communication Services	257,628
Travel	173,536
Printing and Binding	7,314
Equipment — Rent	667,735
Equipment — Repairs and Alterations	15,001
Premises — Rent	1,330,747
Premises — Repairs and Alterations	13,854
Heat, Light, and Water	114,305
Equipment Purchases	41,843
Outservice Training	33,699
Miscellaneous	263,675
Total	\$20,109,062



## ***personnel services***

Fiscal year 1968 was another period showing a relatively large number of personnel retiring from the Division of Employment Security. There were 48 retirements in this year and this brought the total for the last five fiscal years to 267, an average of more than one a week. Many of the retirees were in the middle and upper management levels.



Recruitment of qualified individuals for entrance level positions became increasingly more difficult. In the past few years, open competitive Civil Service examinations have been held for a number of positions, but the number of eligibles passing the examinations has been disappointing.

The difficulty experienced in recruiting qualified personnel for the Division of Employment Security is quite similar to the problems in private industry during this record high level of employment. Another complication in Civil Service recruitment, however, has been the relatively irregular schedule of qualifying examinations. To combat this problem, the Legislature in 1967 authorized the Division of Civil Service to announce continuous open competitive examinations. The Division of Employment Security, under the provisions of this law, requested and had approved the listing of nine classifications for this type of examination. During the last half of this fiscal year, three such examinations were held.

In the last quarter of the fiscal year, the Division of Employment Security entered into its first collective-bargaining agreement. The agreement was with the American Federation of State, County, and Municipal Employees, AFL-CIO. This agreement covers all job classifications in the local offices of the agency below the level of middle management. Two other agreements are to be completed; one covering all classifications in the Administrative Office below the level of middle management and the other covering all classifications of middle management, both in local offices and the Administrative Office.

Total employment in the Division at the close of the fiscal year was 2,287 persons, 56 less than at the beginning of the fiscal year.



## **claims determinations**

Original determinations on claims of questionable eligibility are made by adjusters in the local offices, except when a labor dispute is the issue or where the claim against Massachusetts has been filed in another state. The Determinations Division makes determinations on labor dispute cases, and the Interstate Division on claims outside Massachusetts.

Claimants who are disqualified from receiving benefits and employers who disagree with the determinations granting benefits, may make application to the Determinations and Hearings Department for review of the initial determination. Decisions of the Hearings Division may be appealed to the Board of Review.

The number of initial determinations on disputed claims totalled 142,732 in fiscal year 1968. Benefits were disallowed in 41% of these cases.

Claimants and employers dissatisfied with the initial determinations appealed to the Determinations and Hearings Department for review in 1 out of 13 decisions.

Other appeals disposed of by the Hearings Division were 529 relating to alleged over-payments, 125 to experience rating chargebacks, 59 employer status cases and 508 agent-state cases on which hearings were held at the request of other states.

## **claims investigation**

For the purpose of determining any payments made through error or through fraud, the Division maintains a continuing program of investigation of all unemployment insurance claims paid. Erroneous payments may result from misunderstanding on the part of claimants or from clerical errors or from wilful misrepresentation. Most fraudulent claims are filed by individuals who claimed they were not working, while in fact they were employed. The Division has the responsibility of recovering any such erroneous payments regardless of the reason for such payments.

During the fiscal year 1968 there were some 72,300 claims that indicated that further investigation should be undertaken. This was about 3% of all claims for benefits filed. After complete investigation and audits were made, some 1,180 cases showed that an overpayment of some type had been made, less than 4/10 of 1% of all claims paid.

During the fiscal year 1968 all of the various investigative measures of the Division showed that less than one-half of one percent of all Unemployment Insurance paid had been paid in error or through fraud. The total amount of these overpayments was slightly over \$416,200. During this same fiscal period, more than \$567,900 were recovered from claimants, some a carry-over from previous years.



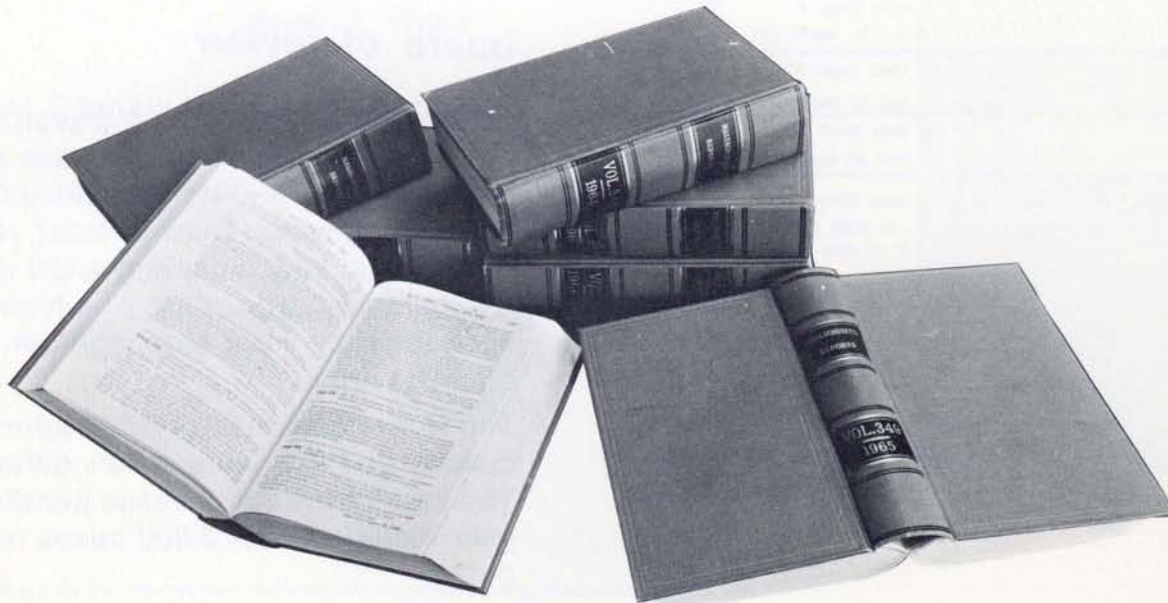
## legal

During fiscal year 1968, the Legal Department handled 2,885 cases which required various legal processes or court actions. Unpaid contribution cases accounted for 74%, while overpayments to claimants (including cases of "wilful misrepresentation") accounted for 14%. Other cases included applications for payment of benefits due estates of deceased claimants, and petitions to District Courts for review of Board of Review decisions.

Some 50 petitions to District Courts were received by the Legal Department during the year. The Department also had 144 cases carried over from the previous year.

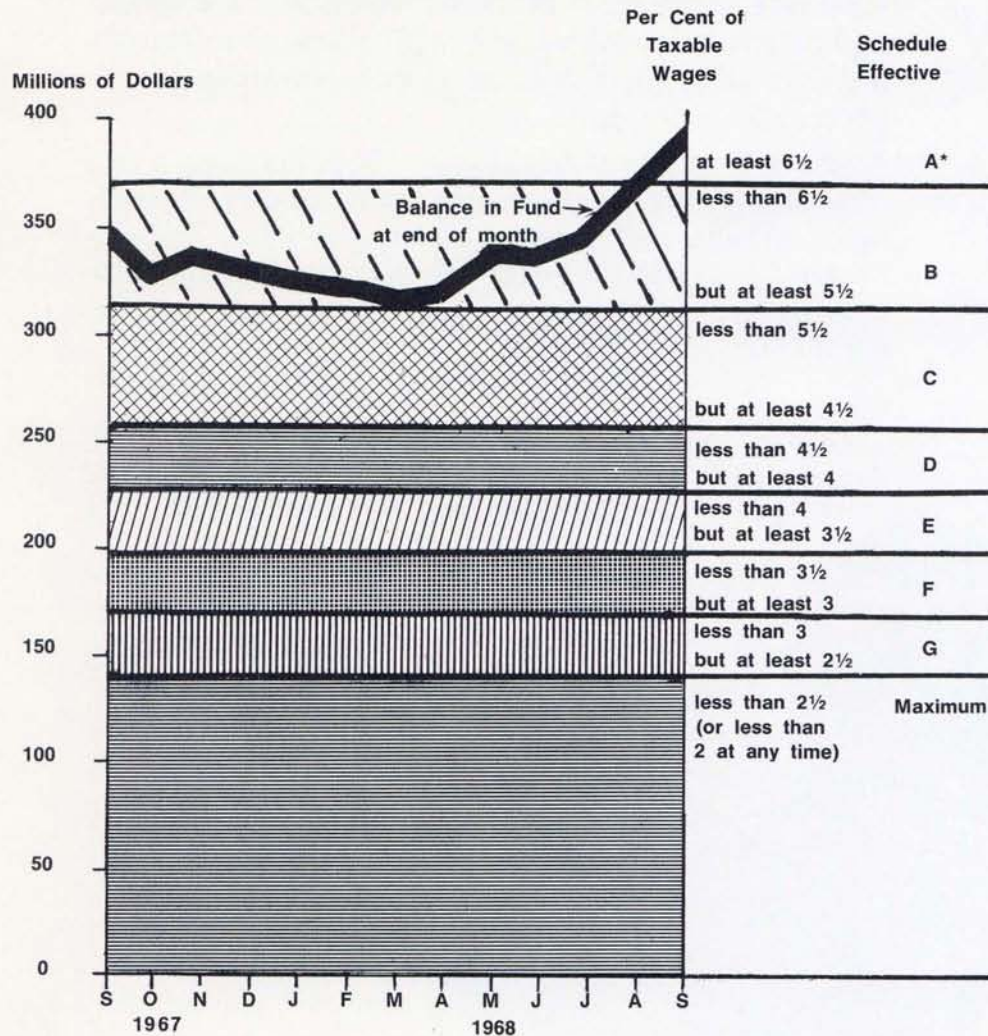
Of the cases closed, the decision of the Board of Review was affirmed in 26 cases, reversed in 5 cases, and dismissed or withdrawn in 30 others. A total of 45 answers were filed in court in connection with petitions to District Courts.

At the beginning of fiscal year 1968 there were two cases pending in the Supreme Judicial Court. One additional case was entered during the year. The Supreme Court upheld the decision of the Board of Review in two cases and the appeal on one case was withdrawn.





MASSACHUSETTS DIVISION OF EMPLOYMENT SECURITY  
UNEMPLOYMENT TRUST FUND LEVELS AT SEPTEMBER 30, 1968 - COMPUTATION DATA  
AT WHICH RESPECTIVE SCHEDULES WOULD BE EFFECTIVE FOR CALENDAR YEAR 1969  
(AS PROVIDED BY CHAPTER 614 OF MASSACHUSETTS ACTS OF 1961)



\* In effect year 1969

## advisory council

The Advisory Council of the Division of Employment Security is charged by the laws of the Commonwealth with the responsibility of reporting to the Governor at least quarterly and to the General Court annually, and at such other times as the General Court may require, its conclusions about the actuarial status of the Unemployment Compensation Fund.

The Council also recommends revisions of the Employment Security Law with respect to contributions, benefits and other matters, which in its opinion, may be necessary to maintain the solvency of the Fund.

## board of review

Employers and claimants dissatisfied with lower-authority decisions or, in the case of labor dispute issues, with initial determinations, may appeal to the Board of Review. During fiscal year 1968, 6,775 appeals were filed, including 4,438 labor dispute cases, a substantial proportion of which were filed by persons idled by work stoppages at three large Massachusetts firms.

The Board disposed of 3,230 appeals; 2,307 were decisions and 923 were either defaulted or dismissed. The bulk of the 3,937 cases pending at the end of the year included over 3,500 cases relating to labor disputes.



***staff***

*Director* Herman V. LaMark

*Deputy Director* Kenneth V. Minihan

*Assistant Directors* John F. Doherty  
Isaac F. Fine  
Charles F. McCarthy  
Max Nyer  
John P. Sullivan  
James J. Walsh

*Chief Counsel* Chester A. Higley

*Advisory Council* Frank DeBar, *Chairman*  
Hyman Segal  
Joseph A. Dunn  
Eleanor F. Wheeler  
George P. Govostes  
Daniel J. McCarthy

***division  
of  
employment  
security***

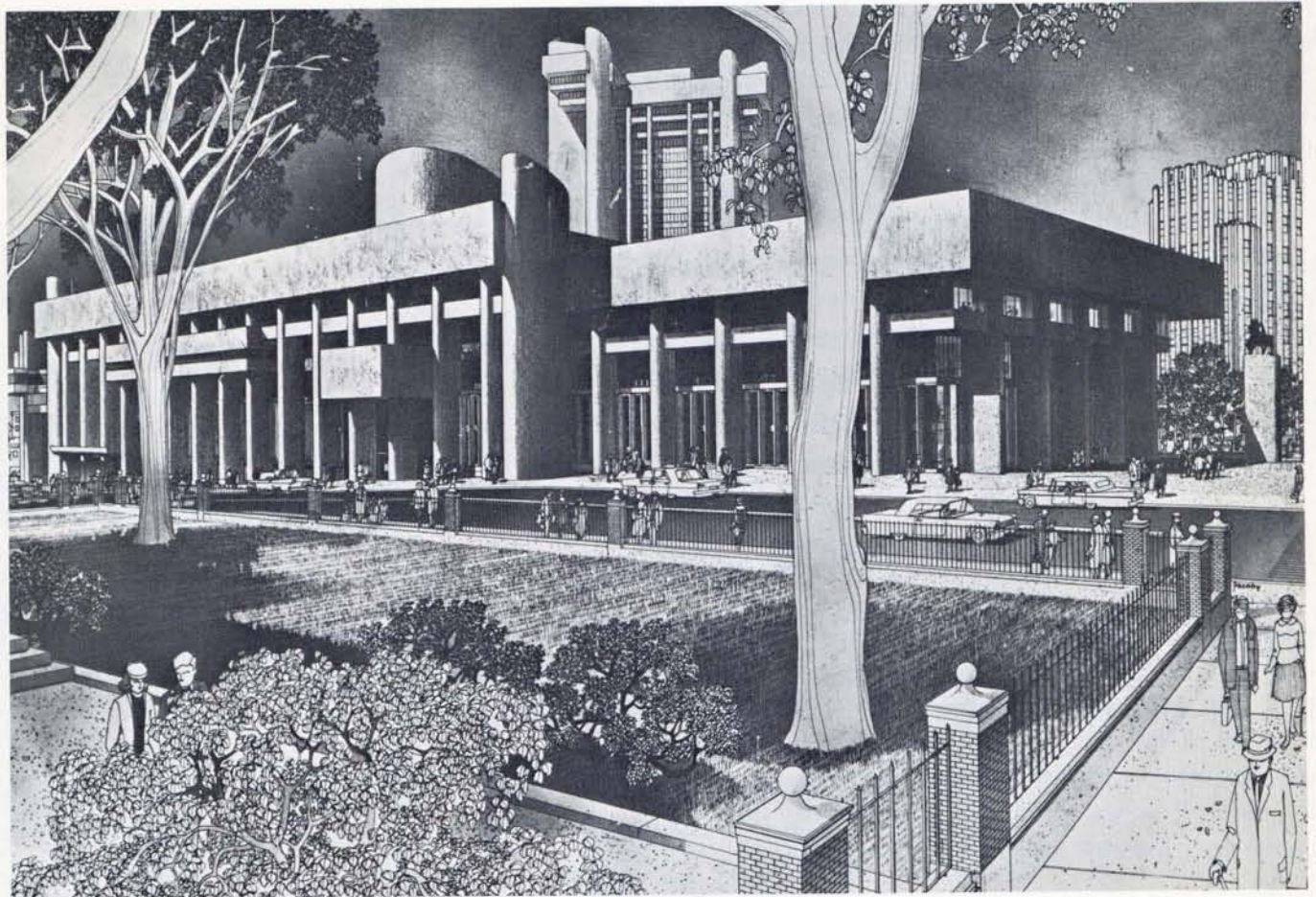
PUBLIC EMPLOYMENT SERVICE



SERVICE FOR EVERYONE  
LOCAL • STATE • NATIONAL



*new  
administrative  
office  
massachusetts  
division of  
employment  
security*



JUL 29 1982



**PUBLIC EMPLOYMENT SERVICE**



**SERVICE FOR EVERYONE  
LOCAL • STATE • NATIONAL**